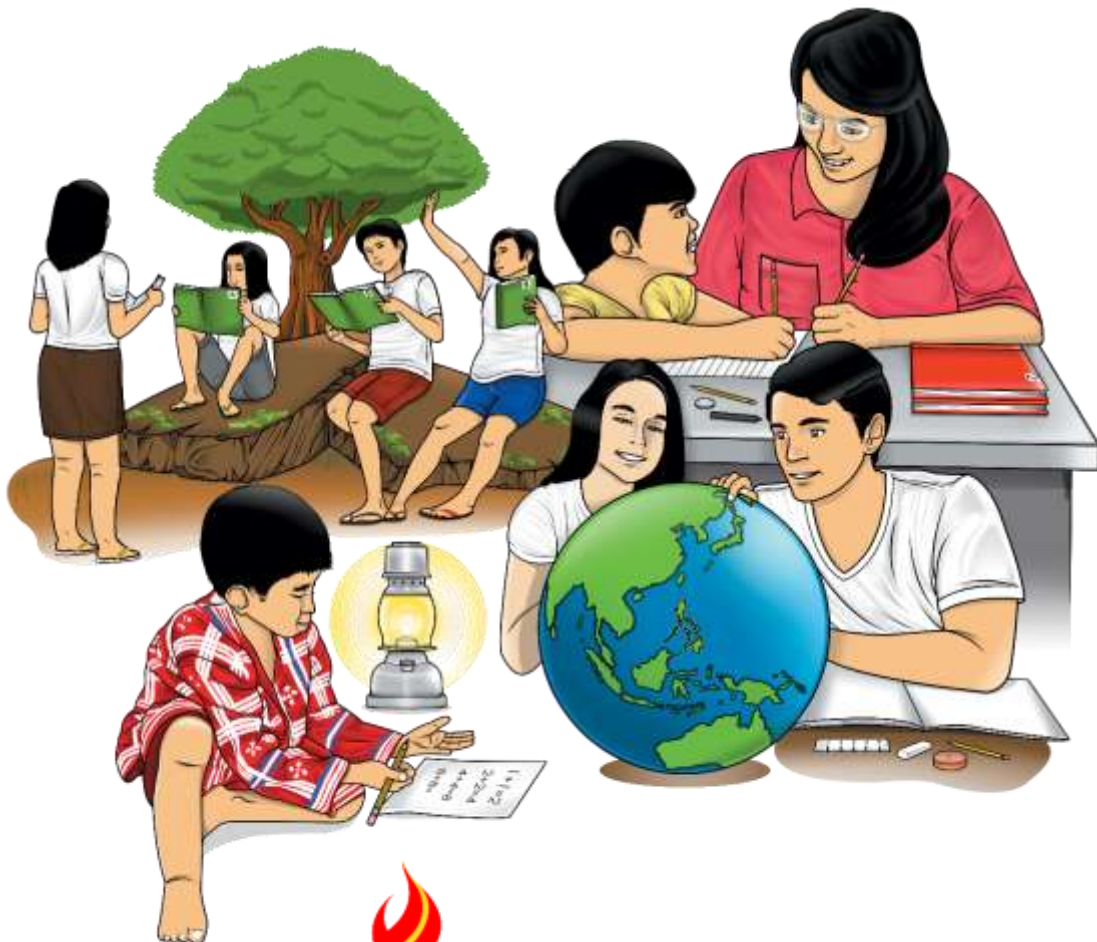


# Technology and Livelihood Education

## Front Office Services

### Module 6: Interpret Layouts Areas of Front-Office Reception



**Technology and Livelihood Education  
Grade 8 - Front Office Services  
Alternative Delivery Mode  
Module 6: Interpret Layouts Areas of Front-Office Reception  
First Edition, 2020**

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# **Technology and Livelihood Education**

## **Front Office Services**

### **Module 6: Interpret Layouts Areas of Front-Office Reception**



# **Introductory Message**

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



## ***What I Need to Know***

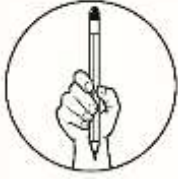
This module was designed and written with you in mind. It is here to help you interpret the layout's areas of front-office reception. The scope of this module permits it to be used in many different learning situations. The lessons are arranged to follow the standard sequence of the course. But the order in which you read them can be changed to correspond with the textbook you are now using.

The module contains one (1) lesson, namely:

Lesson 1 – Read and Interpret Front Office Reception Area  
TLE\_HEFS7/8ID0j-12

After going through this module, you are expected to:

1. read and interpret symbols and layout in a given sample plan for a front-office reception area;
2. describe the parts and functions of a front-office reception layout; and
3. evaluate a sample front office reception layout.



## ***What I Know***

### **Pretest:**

Directions: Read carefully and answer the following questions. Write the letter of the answer in your activity notebook.

1. What is a comfortable place in a hotel where guest waits?
  - A. bell desk
  - B. front desk
  - C. hallway
  - D. lounge
  
2. What is a place which is prominently located in the main entrance?
  - A. back desk
  - B. front desk
  - D. normal desk
  - C. side desk
  
3. The following are the characteristics of a front office, except;
  - A. appealing
  - B. comfortable
  - C. amusing
  - D. scant
  
4. Where should the Bell Desk located to keep an eye on all visitors?
  - A. left corner
  - B. near the entrance
  - C. near the exit
  - D. right corner
  
5. What is the purpose of having a proper space utilization in the front office area?
  - A. for working lazily
  - B. for sleeping effectively
  - C. for working effectively
  - D. for working sluggishly
  
6. What area takes the travel appointments of the guests?
  - A. cash and bills
  - B. information
  - C. telephone/switchboard
  - D. travel desk
  
7. Which area prepares the bills and cash-outs of the guests?
  - A. bell desk area
  - B. cash and bills area
  - C. front officer area
  - D. information area

8. What area provides hotel details to guests regarding its facilities and services?
  - A. cash and bills
  - B. information
  - C. telephone/switchboard
  - D. travel desk
  
9. Which of the areas provide answers for inquiries about the hotel facilities and event?
  - A. cash and bills
  - B. information
  - C. telephone and switchboard
  - D. travel desk
  
10. Who is in-charge in the reception area?
  - A. bell boy
  - B. front officer
  - C. information assistant
  - D. receptionist
  
11. It is an area located in the lobby intended for receiving and welcoming guests.
  - A. cash and bills
  - B. information
  - C. reception
  - D. reservation
  
12. Who is responsible for taking payments from customers?
  - A. bell boy
  - B. cashier
  - C. information Assistant
  - D. receptionist
  
13. What is the other term for reservation?
  - A. booking
  - B. booking at first
  - C. booking in Advance
  - D. reception
  
14. What area headed by a bell captain, who leads a team of bell boys and page boys?
  - A. bell desk
  - B. information
  - C. reception
  - D. telephone/switchboard
  
15. Who will provide information on cultural and social events like photo exhibitions, theater, musical, and local places of tourist interest?
  - A. bell desk
  - B. concierge
  - C. information
  - D. receptionist

## Lesson

# 1

## Front Office Reception Area

In this lesson, you will be able to read and interpret the front office reception area.



### *What's In*

Let us determine how much you already know about your previous topic which is Occupational Health and Safety (OHS) in Front-Office Servicing.

#### **Activity: My House**

Directions: In your activity notebook draw/make a layout of areas (like kitchen, dining room, living room, comfort room and bed room) in your house. Label it and write a short description of each area. Refer your drawing to the given rubrics below.

#### **Rubrics**

<b>Criteria</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>4</b>
Detailed Drawing	Drawing is complete with correct labels and descriptions.	Drawing lacks 1 area with correct labels and descriptions.	Drawings lacks 2 areas with correct labels and descriptions	Drawing lacks 2 areas with incorrect labels and descriptions
Creativity	The drawing shows excellent student's creativity	The drawing shows very satisfactory student's creativity	The drawing shows satisfactory student's creativity	The drawing shows poor student's creativity
Neatness	The drawing is exceptionally clean and shows no erasure	The drawing is clean and shows 1-3 erasure.	The drawing somewhat clean and shows 4- 6 erasure.	The drawing is not clean and shows 7 or more erasure.
Total				















## ***What's New***

### **Activity: Matching Me**

Directions: Match the layout in column A to their name in column B. Write your answer on your activity notebook.

A

1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 

B

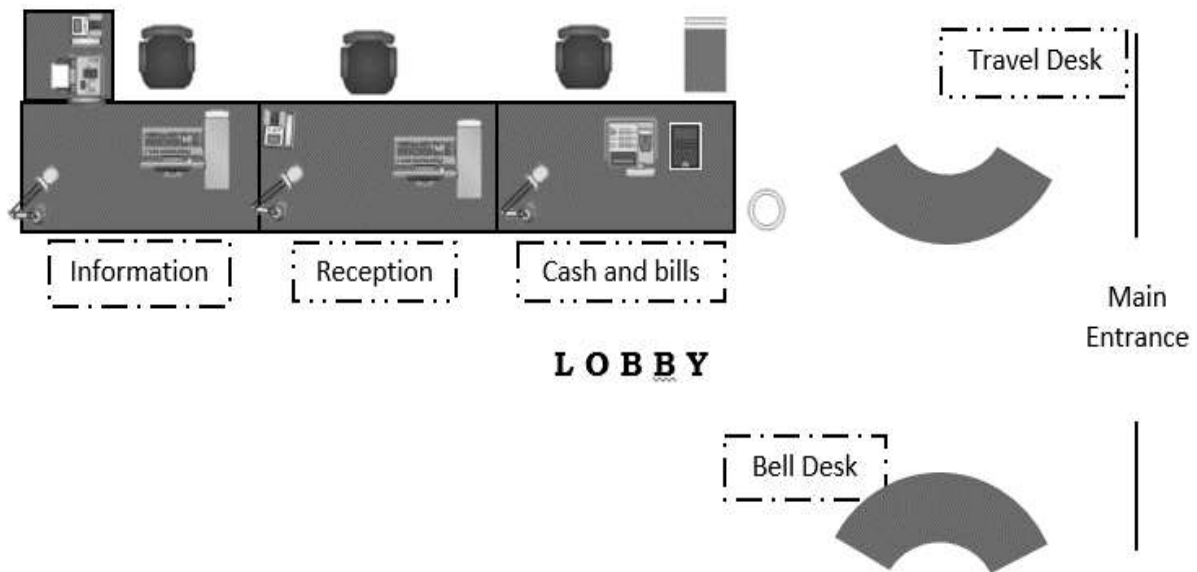
- A. cash register
- B. corner surface
- C. desk mat
- D. reception desk
- E. file cabinet
- F. keyboard
- G. office lamp
- H. paper tray
- I. personal computer
- J. photocopier
- K. podium



## ***What is It***

### **Lobby/ Front-Office Layout**

The Front-Office design is one of the most important aspects of its interior design. The layout is a blueprint of all the physical elements of design. It is supposed to be designed around the circulation (movement) space, as it needs to look wide and spacious. All the furniture is almost always side-lined, with a large space in the middle, for the easy movement of guests and management alike.

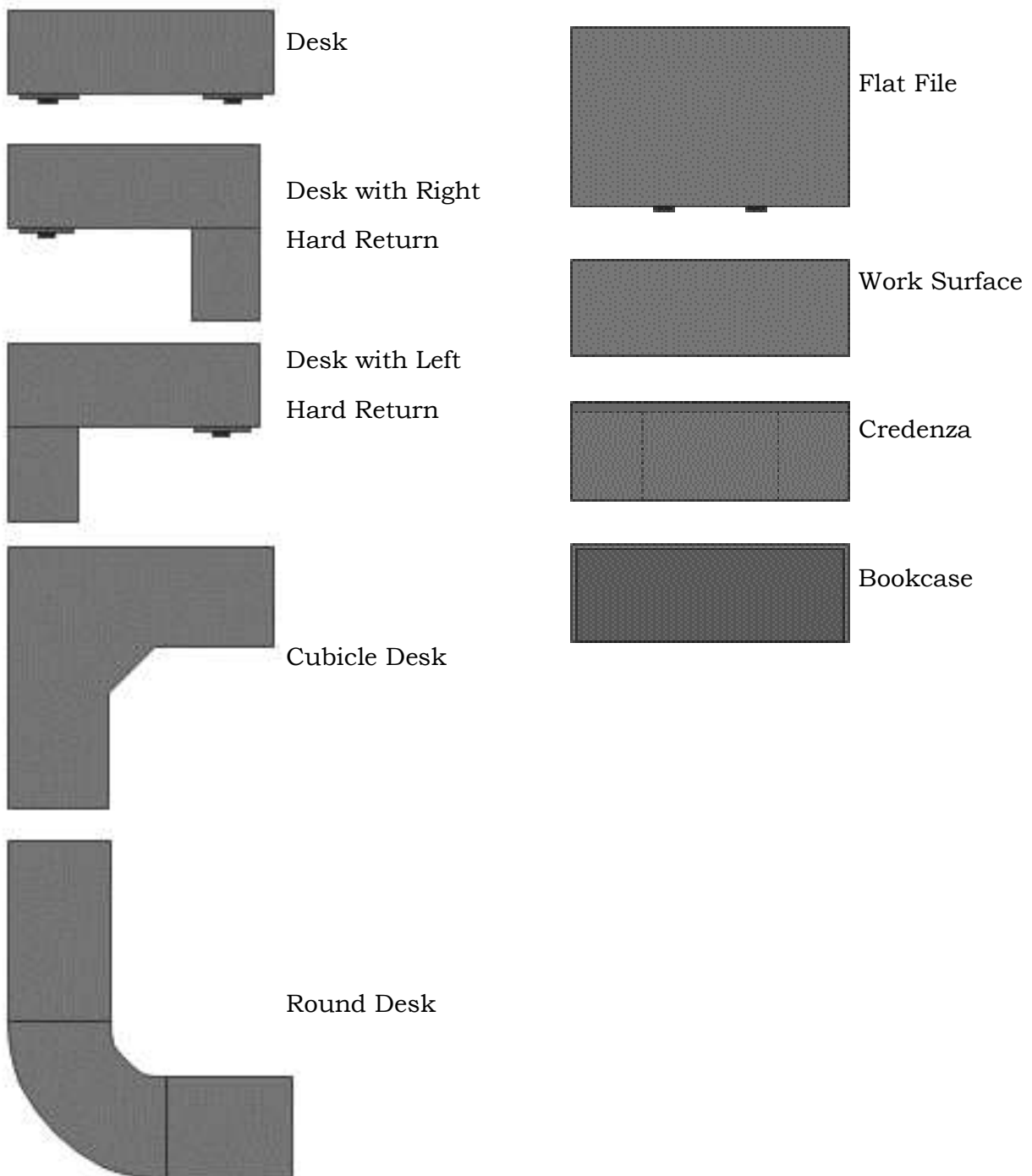


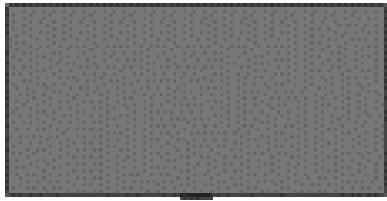
Note: Remember there is not fix layout for the front office reception area it varies in every hotel or any offices.

## Front-Office Reception Area Symbols

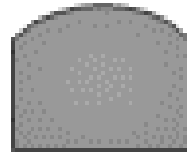
In making a front office reception layout, knowing the symbols to be used is important. There are many symbols that can be involved in making a front office reception layout but the common symbols are the following:

**Office furniture:** Contain office furnishing and work surfaces for office suites, conference rooms, furniture arrangements, and office floor plans.

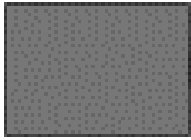




Lateral File



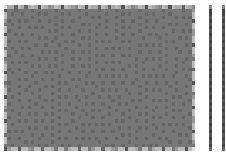
Desk Mat



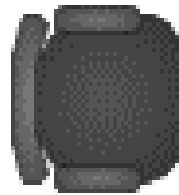
File



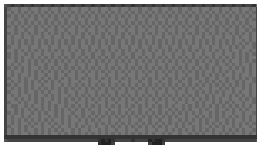
Paper Tray



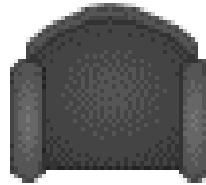
File Cabinet



Chair with Arms



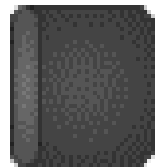
Storage Unit



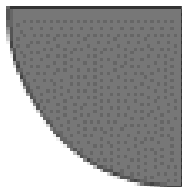
Chair with Arms



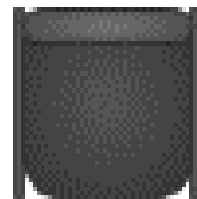
Podium



Side Chair without Arms



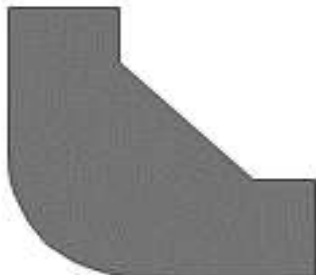
Round Corner



Side Chair with Arms



Reception Desk



Corner Surface

**Office Equipment:** Contain shapes of equipment, electronics, and accessories for the office layout plan.



Telephone



Modem



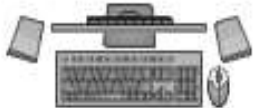
Acoustic Column



Fax



Scanner



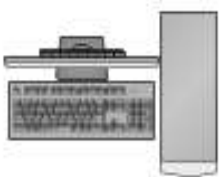
Desktop PC



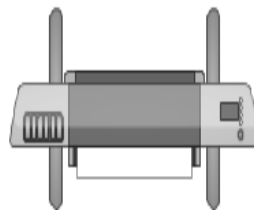
Printer



Cash Register



PC



Plotter



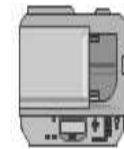
POS-Terminal



PC Monitor



Document Shredder



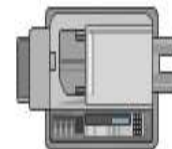
Xerox



Keyboard



Office Lamp



Copier



Tower PC



Projector



Table Lamp



Mouse



Overhead Projector



Paper Tray



PC Column



Projection Screen



Waste Can



Switch



Projection Screen



Square Waste Can



Router



Plasma Panel



Hub






Coat Rack



## Front Desk



- The front-office represents the customer-facing function of a hotel. It is composed of a special bunch of individuals who possess diverse skills with people and communication. They directly deal with clients every day and handle other services.

- Receptions
- Information
- Cashier Desk
- Guest Relation Desk
- Bell Desk
- Travel Desk

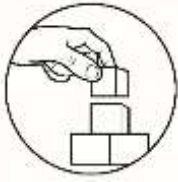
## Parts and Functions of Front Office Reception Layout

Parts	Description	Function
<p>1. Reservation</p>  <p><i>Hospitalitytechnology 2017</i></p>	<p>The term reservation means booking in advance.</p>	<ul style="list-style-type: none"> <li>• Receiving Reservation Request</li> </ul>
<p>2. Reception</p>  <p><i>Sefulinformation 2017</i></p>	<p>This area is located in the lobby. This is where the hotel personnel receive and welcome guests on their arrival.</p> <p>The person in-charge in this area is called the receptionist.</p>	<ul style="list-style-type: none"> <li>• Receiving and welcoming guest</li> <li>• Completing the registration formalities</li> <li>• Assigning the room</li> <li>• Sending arrival notification</li> </ul>
<p>3. Information</p>  <p><i>Isu 2021</i></p>	<p>The Information Desk is located at the front desk area and it provides information to the guest.</p> <p>It is manned by an information assistant.</p>	<ul style="list-style-type: none"> <li>• Maintaining resident guest rack</li> <li>• Handling guest room keys and messages</li> <li>• Co-coordinating guest mails, telegrams, faxes, couriers, and parcels.</li> <li>• Providing information to guests regarding hotel facilities and services.</li> <li>• Paging</li> </ul>

<p>4. Cash and Bills</p>  <p><a href="https://www.booking.com/hotel/jp/business-hane-ise-inter.html">https://www.booking.com/hotel/jp/business-hane-ise-inter.html</a>)</p>	<p>It is also located at the front desk and handled by the front office cashier. The cashiers are responsible for taking payments from customers, making changes, and giving receipts.</p>	<ul style="list-style-type: none"> <li>• Making guest's folio</li> <li>• Posting room in guest folios.</li> <li>• Recording all credit charges in guest folios</li> <li>• Updating cash received from guests</li> <li>• Preparing bills and cash-outs.</li> <li>• Cash/TC/Demand draft</li> <li>• Handling credit/debit/change</li> <li>• Foreign Exchange</li> </ul>
<p>5. Travel Desk</p>  <p>Avinash Singh 2019</p>	<p>The travel desk takes care of travel arrangements of guests, like air-ticketing, railway reservations, sightseeing tours, airport or railway station pick up or drop, etc.</p>	<ul style="list-style-type: none"> <li>• Hotel Booking in other cities</li> <li>• Cab Booking</li> <li>• Train bus and flight booking</li> <li>• Visa Processing</li> <li>• Local sightseeing arrangement</li> <li>• Shuttle service arrangement</li> </ul>
<p>6. Telephone/ Switch board</p>  <p>VT 2012</p>	<p>This area contains the communication network of the hotel.</p> <p>It is handled by a telephone operator.</p>	<ul style="list-style-type: none"> <li>• Maintaining the communication network of the hotel</li> <li>• Directing calls to guest rooms through the switchboards/private automatic branch exchange (PABX ) system</li> <li>• Providing information to guest services</li> <li>• Processing guest wakeup calls</li> <li>• Answering inquiries about the hotel facilities and events</li> </ul>

<p>7. Lobby Bell Desk</p> 	<p>A lobby is a room in a hotel used for entry from the outside. It gives impression of the hotel.</p> <p>It has bell desk, concierge, reception, and others.</p> <p>The <b>bell desk</b> is located very close to the main entrance of the hotel. This area is headed by a bell captain, who leads a team of bell boys (also called bell hopes) and page boys.</p>	<ul style="list-style-type: none"> <li>• Welcoming guest</li> <li>• Waiting area of the hotel</li> <li>• Handling guest luggage at the time of arrival and departure</li> <li>• Take guests to the front desk office</li> <li>• Escort on the guest departure</li> <li>• Collect luggage in the guest room</li> <li>• Take guests to the front office for check out</li> <li>• Handling the luggage of guests for a cab and see off the guests.</li> </ul>
<p>Concierge</p> 	<p>A <b>concierge</b> is a hotel employee who provides information and personalized services to guests like dinner reservations.</p>	<p>Making reservations for dining at a famous restaurant.</p> <ul style="list-style-type: none"> <li>• Obtaining tickets for theater, musicals, sporting events, etc.</li> <li>• Arranging for transportation by limousine, airplanes, or cars.</li> </ul>

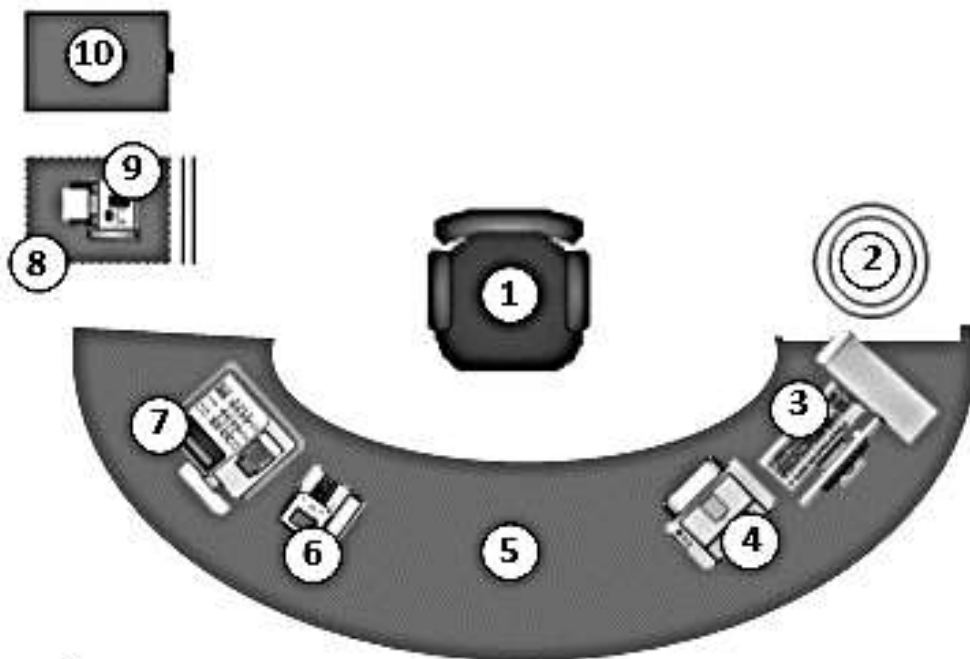




## ***What's More***

### **Activity 1: Name Me!**

Directions: Name the symbols in the front office reception layout in the picture. Write your answer on your activity notebook.





## ***What I Have Learned***

**Directions:** Complete the clauses below with your opinion, perception, or insights about our lesson.

I learned that front office layout is...

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---

---

I can determine that the most important part of front office area is ...

because \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

This is how front office layout works ...

---

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## What I Can Do

### Activity: My Front Office

Draw a Front Office Layout. Label and describe each area. Do it in your activity notebook.

Rubric for scoring:

Mark check (✓) if the description is visible in the drawing and mark wrong (x) if it is not. Count the number of checks then refer to the scoring matrix below:

Description	
1. Proper space utilization for working effectively.	
2. Front Office Services area were placed effectively with enough room from traffic flow	
3. Front Desk is prominently located, overlooking the main entrance.	
4. Aesthetically appealing	
5. Less division between parts of front office area, so staff can be able to keep an eye on all visitors to offer quick assistance and also for security reasons.	
6. The front office reception area has a visitor-friendly design.	
7. Strategically located all the furniture and equipment in the front office reception area.	
Total	

### Scoring Matrix

- 7 descriptions are visible - 7 pts
- 6 descriptions are visible - 6 pts
- 5 descriptions are visible - 5 pts
- 4 descriptions are visible - 4 pts
- 3 descriptions are visible - 3 pts
- 2 descriptions are visible - 2 pts
- 1 description are visible - 1 pts
- 0 description are visible - 0 pts



## ***Assessment***

### **Posttest:**

Directions: Read carefully and answer the following questions. Write the letter of your answer on your activity notebook.

1. What is the purpose of having a proper space utilization in the front office area?
  - A. for working lazily
  - B. for sleeping effectively
  - C. for working effectively
  - D. for working sluggishly
2. Which of the areas provide answers for inquiries about the hotel facilities and event?
  - A. cash and bills
  - B. information
  - C. telephone and switchboard
  - D. travel desk
3. Who is in-charge in the reception area?
  - A. bell boy
  - B. front officer
  - C. information assistant
  - D. receptionist
4. It is an area located in the lobby intended for receiving and welcoming guests.
  - A. cash and bills
  - B. information
  - C. reception
  - D. reservation
5. What is a comfortable place in a hotel where guest waits?
  - A. bell desk
  - B. front desk
  - C. hallway
  - D. lounge
6. What is a place which is prominently located in the main entrance?
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  - B. front desk
  - C. normal desk
  - D. side desk
7. Who is responsible for taking payments from customers?
  - A. bell boy
  - B. cashier
  - C. information Assistant
  - D. receptionist

8. What area takes the travel appointments of the guests?
  - A. cash and bills
  - B. information
  - C. telephone/switchboard
  - D. travel desk
  
9. Which area prepares the bills and cash-outs of the guests?
  - A. bell desk area
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  - A. booking
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  - C. reception
  - D. telephone/switchboard
  
13. Who will provide information on cultural and social events like photo exhibitions, theater musical, and local places of tourist interest?
  - A. bell desk
  - B. concierge
  - C. information
  - D. receptionist
  
14. The following are the characteristics of a front office, except;
  - A. appealing
  - B. comfortable
  - C. located in the main entrance
  - D. scant
  
15. Where should the Bell Desk located to keep an eye on all visitors?
  - A. left corner
  - B. near the entrance
  - C. near the exit
  - D. right corner



## ***Additional Activities***

Directions: Make a miniature of a front office area layout, label each area. You can use any material found in your house.

Rubrics:

<b>Criteria</b>	<b>10</b>	<b>8</b>	<b>6</b>	<b>4</b>
Design Effectiveness	The output is excellently designed. All the service areas are effectively placed.	The output is very satisfactorily designed. Many of the service areas are effectively placed.	The output is satisfactorily designed. Some of the service areas are effectively placed.	The output is poorly designed. Few of the service areas are wrongly placed.
Model Quality	The miniature is exceptionally accurate with complete details. It is well -built and professional looking.	The miniature is accurate with a lot of details. It is well built and professional looking.	The miniature is accurate with a few of details. It is not well-built and professional looking.	The miniature is not accurate with a few details. It is well not well- built and professional looking.
Resourcefulness	Uses different kinds of materials found in their homes, such as recyclable materials.	Uses many kinds of materials found in their homes, such as few are recyclable materials.	Uses few kinds of material found in their homes, such as many are not recyclable materials.	Uses limited material found in their homes, such as many are not recyclable materials.
Total				



## Answer Key

<p><b>Assessment</b></p> <p>1. C 2. C 3. D 4. C 5. D 6. B 7. B 8. D 9. B 10. B 11. C 12. A 13. B 14. D 15. B</p>	<p><b>What's more</b></p> <p>1. Chair with Arm 2. Waste can 3. PC 4. Printer 5. Reception Desk 6. Telephone 7. Cash Register 8. File Cabinet 9. FAX 10. File</p>	<p><b>What's New</b></p> <p>1. H 2. C 3. A 4. G 5. I 6. D 7. B 8. E 9. K 10. J</p>	<p><b>What I know</b></p> <p>1. D 2. B 3. D 4. B 5. C 6. D 7. B 8. C 9. C 10. D 11. C 12. B 13. C 14. A 15. B</p>
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